

Housing Allocations Report

2024–2025

**Housing
Needs**



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

Welcome to our first Housing Allocations Annual Report. The Report provides an overview of the Royal Borough of Kensington and Chelsea’s (2024 -2025) allocations performance as measured against its set Housing Allocation Scheme and quota.

Our Housing Allocation Scheme can be found here:
[Housing Allocation Scheme 2023 | Royal Borough of Kensington and Chelsea](#)

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Housing Allocation Scheme 2023

What is a housing allocation scheme?

A Housing Allocation Scheme is a council policy that explains how we rehouse residents to social housing – a home you can rent that is owned and managed by the Council or by a housing association.

Priority category	Points	Band	See section
Band 1			
Exceptional priority	2000	1	10
Emergency health and independence	2000	1	15
Serious risk to welfare	1900	1	11
Grenfell Settled Home	1500	1	12
Band 2			
Under occupation downsizing	1000 to 1300	2	13
Accessible home hand back	1000	2	14
Health and independence	900	2	15
Wider Grenfell	900	2	16
Helping adoption and fostering	700	2	17
Redevelopment of homes	700	2	18
Band 3			
Choosing PRS	200	3	20.6
Overcrowding	200	3	19
Independent living	100	3	21
Main homelessness duty	100	3	20.4
Band 4			
Homelessness	10	4	20.10
K&C priority	10	4	22
Sheltered housing and housing for older residents	0	4	30.2
Additional points			
Waiting points	10 every year	23	
Armed forces	50	24	
Paid work (limited situations)	50	25	
Succession	50	27	

Our banding system

Our banding system helps to explain the different levels of housing priority we give for different point categories.

Our Housing Allocation Scheme can be found here:

[Housing Allocation Scheme 2023 Royal Kensington and Chelsea.](#)

Band 1	Acute Housing Need
Band 2	Major Priority
Band 3	Moderate Priority
Band 4	General Priority

Lettings Quota 2024/2025

What is a lettings quota?

A lettings (or housing allocation) quota is a share of the total number of Council and housing association homes that become available each year, and that we let to households on our Housing Register.

Our approach

Each year, we will set and publish quotas, or 'targets', for the number of available homes that we try to allocate to households on our Housing Register. We will publish figures on our actual lettings based on the different types of housing need, so that you can compare our lettings against our quotas. As we do not know at the beginning of the year how many Council and housing association homes will become available, we will usually set the quotas as percentages (per cent) of the total lets. For some Special Rehousing Pathway priorities (such as Care Leavers), we set a specific quota as an actual number of homes. Because our Housing Allocation Scheme and the quotas were introduced part of the way through 2024-2025, we set reduced (or 'pro rata') targets for these pathways this year.



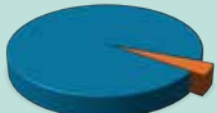

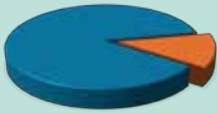
What we hope to achieve

We hope that, by publishing our quotas and our lettings performance, residents will have a clearer view of who we are trying to rehouse.



Our lettings quota 2024/2025

This year, we decided that the quotas for each type of housing need should be based on demand as reflected on our Housing Register. For example, homeless households make up approximately 60 per cent of our Housing Register, and overcrowded families make up approximately 4 per cent.

Type of housing need	Quota
Homelessness and choosing the private rented sector <ul style="list-style-type: none">Main homeless duty pointsChoosing PRS pointsHomelessness points	 60 per cent
Downsizing to a smaller home and moving from an accessible home <ul style="list-style-type: none">Under occupation downsizing pointsAccessible home hand back points	 10 per cent
Overcrowded by at least two bedrooms in current home <ul style="list-style-type: none">Overcrowding points	 4 per cent
Moving for health reasons <ul style="list-style-type: none">Health and independence points	 8 per cent
Special rehousing pathways <ul style="list-style-type: none">Independent living pointsHelping adoption and fostering points	 13 per cent

Specific Quota	Annual Quota	Pro rata quota 2024-2025
Care Leavers	25	17
Adults: learning disabilities or autism	5	3
Helping adoption and fostering	3	2
Mother-and-baby supported housing units	6	4

Social housing waiting times

Average waiting times for social housing in Kensington and Chelsea

Priority	Studio	1 Bed	2 Beds	3 Beds	4 Beds	Overall average
Homeless	3 years and 3 months	3 years and 0 months	9 years and 8 months	13 years and 10 months	16 years and 11 months	7 years and 6 months
Non-homeless	3 years and 4 months	2 years and 9 months	2 years and 0 months	5 years and 5 months	11 years and 8 months	3 years and 0 months
Overall average	3 years and 4 months	2 years and 10 months	6 years and 11 months	11 years and 2 months	15 years and 5 months	5 years and 5 months

Only two 5 bed properties have become available to let since July 2016



Housing Register

The Housing Register is the list of people who qualify for council housing who, according to our Housing Allocation Scheme, qualify to be rehoused to social housing and are waiting to be offered a property. There are currently around 2,958 people in Kensington and Chelsea waiting for an offer of a social housing tenancy.

The challenges we face

There is limited social housing in the borough and the number of people waiting for social housing is very high. As a result, we can't offer a home to everybody who applies for housing. Only residents with high levels of identified housing need will be accepted onto the Council's Housing Register.

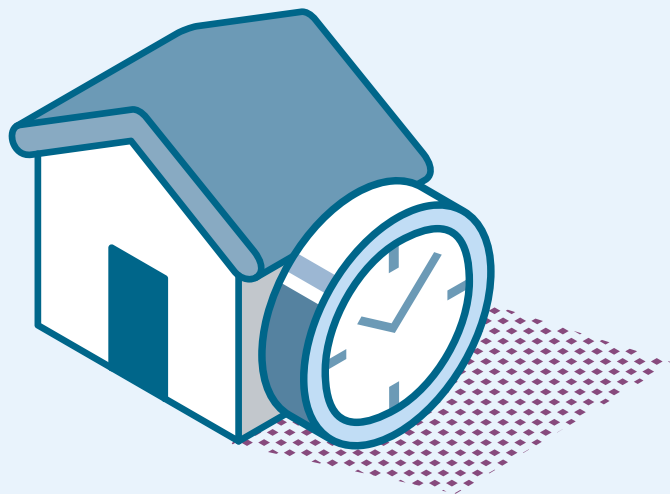
It's difficult to estimate when households will receive an offer of housing - it depends on a number of factors, such as the number of properties available to let, and how flexible they are in terms of the type and location of home they are willing to move to, the level of priority they have based on their application, and the length of time they have been on the register. Based on the average waiting times above, some residents wait a very long time before being rehoused through the Housing Register.

Social housing waiting times

The best way residents can help keep their waiting time as short as possible is by remaining open and flexible about the rehousing opportunities they are offered.

Here are some of the main factors affecting social housing waiting times:

- The priority band awarded to an application
- The time spent waiting
- The number of households on the housing register
- The number of properties that become available for letting
- The need to access a property on the ground floor due to restricted mobility
- Your preferences - such as to live in a certain part of the borough



Housing allocations 2024-2025

In 2024/2025, RBKC allocated a total of 407 properties to social tenant households, showing an increase of 7.4 per cent from the previous year (where 379 properties were allocated to applicants on the Housing Register).

Rehousing by Priority Need

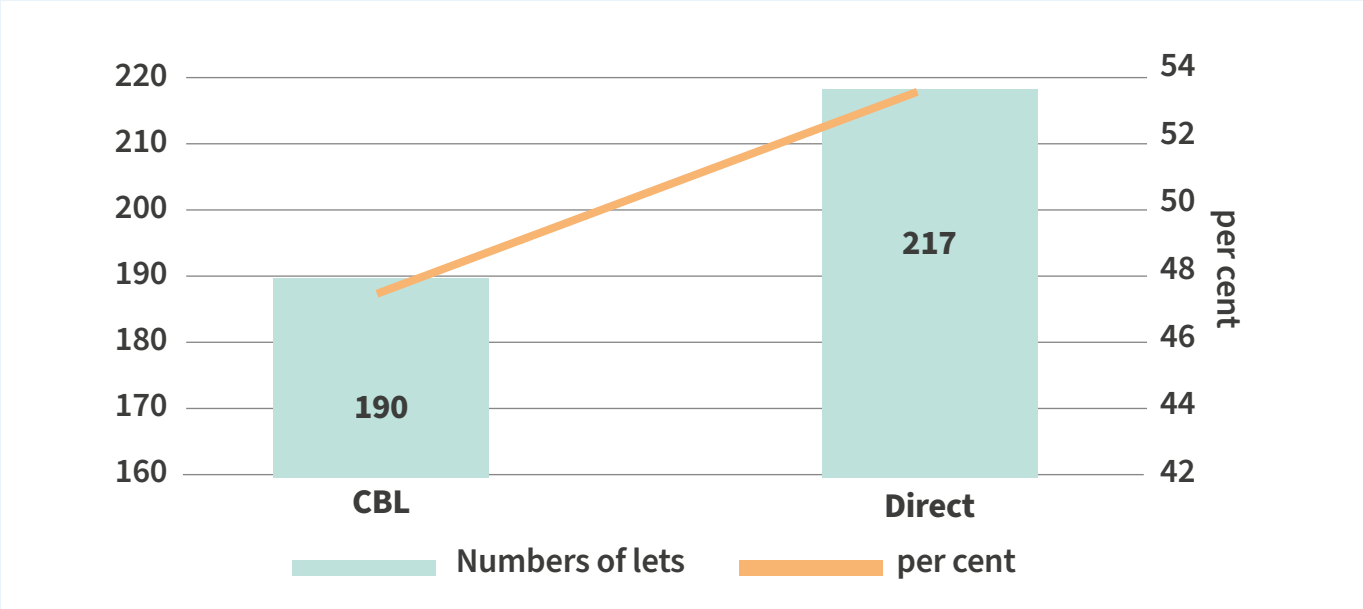
Priority Categories	Number of lets	Per cent
Main Homeless Duty	204	50.1
Accessible Home Hand back	2	0.5
Emergency Health & Independence	3	0.7
Exceptional Priority	10	2.5
Grenfell Settled Homes	9	2.2
Grenfell Tower/Grenfell Walk	3	0.7
Helping Adoption and Fostering	1	0.2
Independent Living points	50	12.3
Local Lettings Plan	4	1.0
Overcrowding	17	4.2
Redevelopment of Homes	2	0.5
Serious Risk to Welfare	9	2.2
Sheltered	9	2.2
Supporting Health and Independence	36	8.9
Under Occupation	44	10.8
Walkways	4	1.0

The majority of allocations (50.1per cent) went to main homeless duty households, followed by households with independent living (12.3 per cent), under-occupation (10.8 per cent), and supporting health and independent points (8.9 per cent).

Households with additional priority points

Priority	Number of lets
Supporting Health and Independence	9
Sheltered	2
Exceptional Priority	2
Overcrowding	2
Walkways	1
Emergency Health & Independence	1
Total	17

Four per cent of all allocations went to main homeless duty households with additional priority points. This is because there are homeless households on the Housing Register with more than one priority need as their circumstances can change over time. For example, homeless households with supporting health and independence points or exceptional priority points.



RBKC made more direct offers of permanent social housing (53 per cent) than choice-based lettings (47 per cent). This is because we used direct offers to support households with the most urgent housing needs (Band A) and to help rehouse homeless households.

Allocation by Accessible Housing Category (AHR)

Accessible housing categories help us to decide what kind of home is needed by a resident with disabilities, mobility difficulties or other health conditions. AHR categories are determined following a health and independence assessment and enable us to allocate a home based on the accessible need of a resident.

Accessible Housing Category	Number of lets	Per cent
Cat B-Wheelchair Accessible Essential Rm	1	0.2
Cat C-Lifetime Homes	54	13.3
Cat D-Easy Access	4	1
Cat E+ - Minimal Steps-up to 6	56	13.8
Cat E-Step Free	88	21.6
Cat F-General Needs	195	47.9
Cat G-Not Assessed	9	2.2

*Please see appendix on page 18 for a definition of the above AHR categories.

The majority of homes (48 percent) were allocated to Category F general needs households. A general needs home is suitable for households who do not meet the criteria for other accessible housing categories. This is followed by households requiring:

- **Category E-step free homes (22 per cent)**, a general needs home with no steps to enter the property
- **Category E+ homes (14 per cent)**, housing with no more than six steps to enter the property
- **Category C-lifetime homes (13 per cent)**, designed to meet space standards such as step-free entrance and wider doorways and corridors.

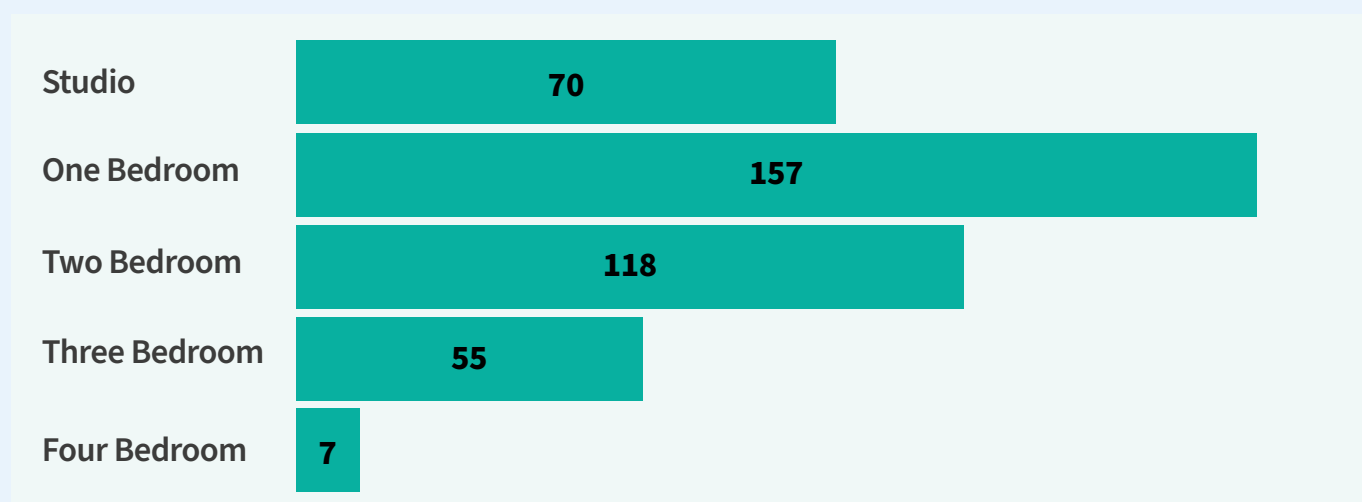


Allocation by Landlord

Landlord	Number of lets	Per cent	Landlord	Number of lets	Per cent
A2 Dominion Housing Group	1	0.3	Notting Hill Housing Genesis	29	7.1
Anchor Trust	3	0.7	Octavia Housing	9	2.2
Clarion Housing	57	14.0	Peabody	38	9.3
Frederick Court Limited	1	0.3	RBKC Housing Management	237	58.2
Guinness Partnership	3	0.7	Sanctuary Housing	2	0.5
Housing for Women	1	0.3	Southern Housing Group	12	2.9
Karibu Community Homes	4	1.0	Westminster City Council	1	0.3
London and Quadrant	4	1.0	Women's Pioneer Housing	5	1.2

RBKC made more allocations of its own housing stock than any other housing provider (58.2 per cent). This is followed by Clarion Housing (14 per cent), Peabody (9.3 per cent) and Notting Hill Genesis (7.1 per cent) respectively, all of which were offered to households on the Council's Housing Register.

Allocation by bedroom size



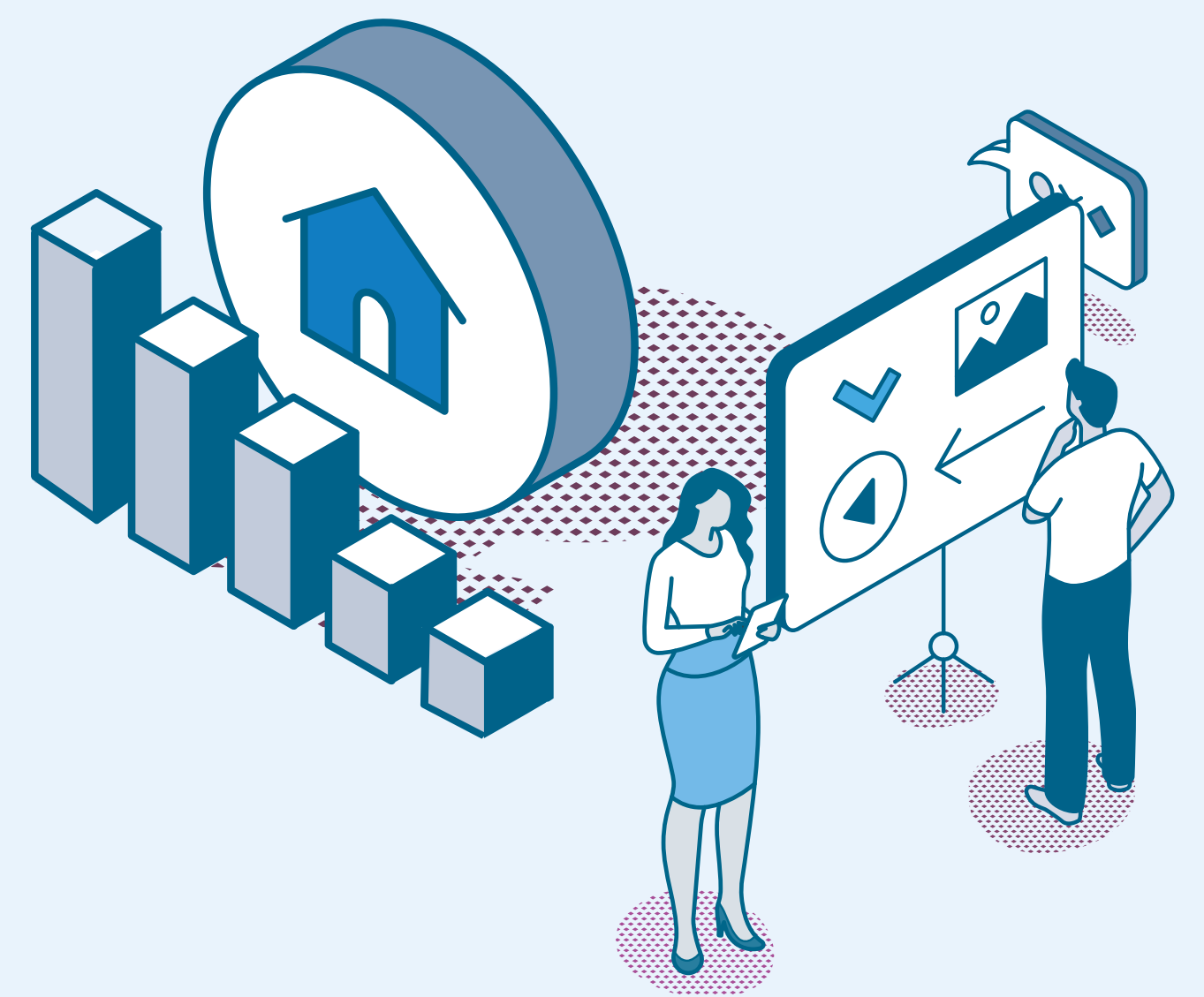
The largest number of allocations (38.6 per cent) went to households with a one-bedroom need, followed by:

- two-bedrooms (29 per cent),
- studios (17.2 per cent),
- three-bedroom (13.5 per cent)
- four-bedrooms (1.7 per cent)

Waiting Time

Wait Range	Number of households	Per cent
0 to 5 years	261	64.1
6 to 10 years	66	16.2
11 to 15 years	36	8.9
16 to 20 years	29	7.1
over 20 years	15	3.7

35.9 per cent of households rehoused in 2024/25 had waited for 5 years or longer. Unfortunately, households who need larger homes usually face longer waiting times because of the shortage in available family-sized homes. As can be seen on page 11, 55.8 per cent of lettings in 2024-25 were to studio and one-bedroom homes. Only 15.2 per cent of lettings were three and four-bedroom homes, and no home with five bedrooms or more became available.

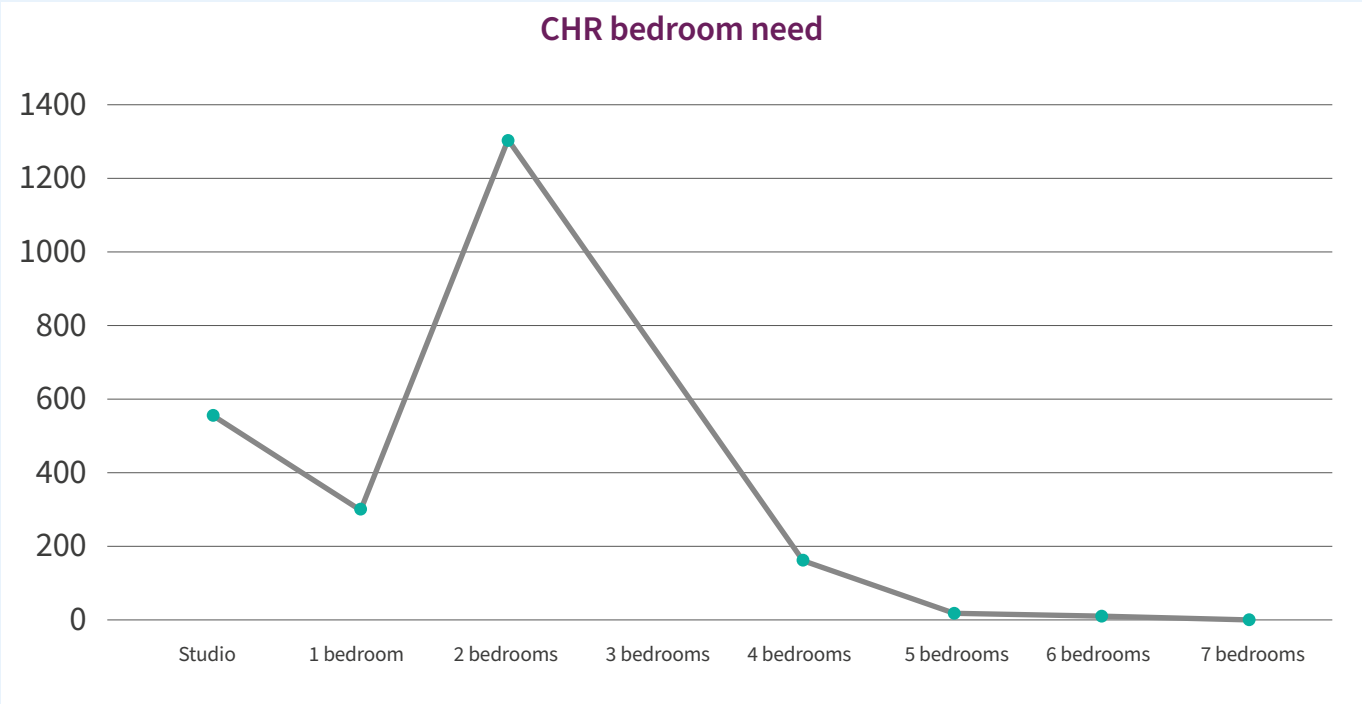


Council Housing Register and Allocations

At the point of this report, there were 2,958 social housing applicants on the Council’s Housing Register (CHR) with the largest bedroom size need being two-bedrooms (42 per cent).

This is followed by:

- three bedrooms (23 per cent)
- one-bedroom (10 per cent)
- studio flats (19 per cent)
- four bedrooms (5 per cent)



In 2024-2025, 38.6 per cent of all allocations went to households with a one-bedroom need. This is followed by households requiring:

- two bedrooms (29 per cent)
- studios (17.2 per cent)
- three bedrooms (13.5 per cent)
- four bedrooms (1.7 per cent).

One-bedroom allocations account for 52 per cent of the total one-bedroom housing need as recorded on the Council’s Housing Register (CHR). Please see table below for a breakdown of all lettings by percentage, based on CHR bedroom requirements.

Lettings by per cent of the total CHR bedroom requirement

Studio	12.6
One bedroom	52
Two bedrooms	9.4
Three bedrooms	8.2
Four bedrooms	4.6



Allocations quota and performance

Lettings Performance

RBKC's lettings performance is measured against its set allocations scheme and quota. In 2024/2025, a total of 407 social housing lets were made. The lettings performance that follows is a running total of all housing allocations made between 1st April 2024 to 31st March 2025.

Allocations Quota

Type of Housing Need	Quota
Homelessness and choosing PRS	60
Downsizing to a smaller home/ moving from an accessible home	10
Overcrowded by at least two bedrooms	4
Moving for health reasons	8
Special rehousing pathways	13

Lettings Performance (1st April 2024 –31st March 2025)

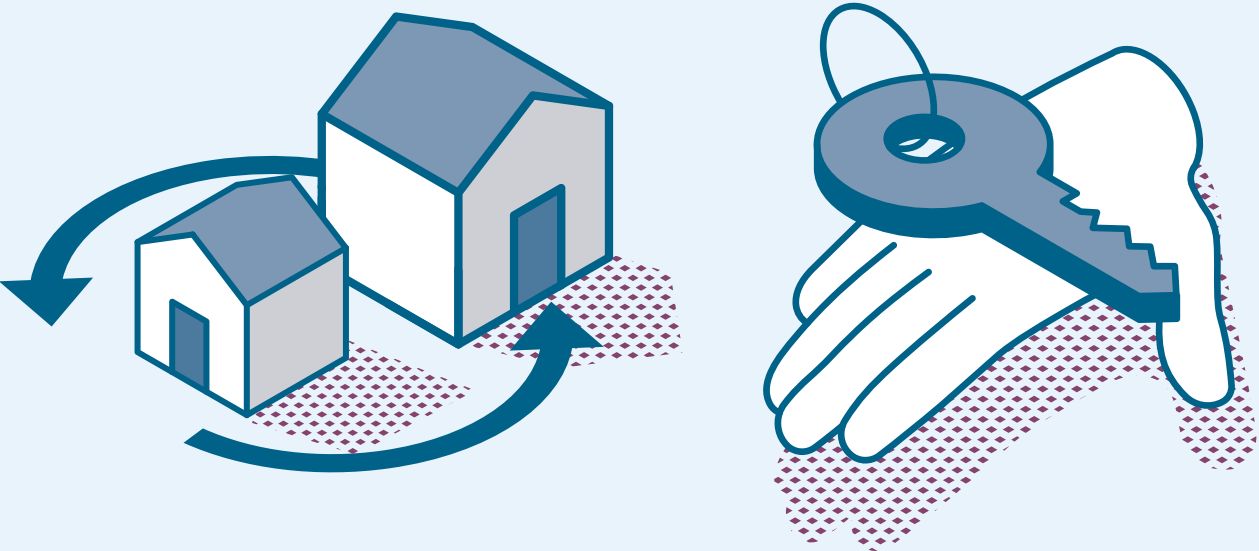
Type of Housing Need	Quota	Performance per cent	Actual Number of Lets
Homelessness and choosing PRS	60	50	204
Downsizing to a smaller home/ moving from an accessible home	10	11	46
Overcrowded by at least two bedrooms in current home	4	4	17
Moving for health reasons	8	9	36
Special rehousing pathways	13	13	51
Other Housing Needs	5	13	53

RBKC’s 2024-2025 allocations quota for homeless and PRS households was near target but was not met, standing 10 per cent away from target. This was due to the need, this year, to focus rehousing support on households with the most urgent housing needs (Band A), especially if they were struggling to find a more suitable home.

The quota for special rehousing pathways (13 per cent) was met as was the quota for health-related moves, overcrowded and downsizing households, including those moving from an accessible property. 13 per cent of lettings, rather than the expected 5 per cent, went to those with other housing categories, largely because of our focus on those with the most urgent needs, as explained above.

Specific Allocations Quota	Annual quota	Pro-rata quota 2024-2025	Number of lets 2024-2025
Care Leavers	25	17	24
Adults: Learning Disability/ Autism	5	3	4
Helping adoption and fostering	3	2	1
Mother and Baby Supported Housing Units	6	4	4

The pro rata quotas for care leavers, adults with a learning disability and / autism, foster or adopting parents, and mother and baby move-on were met or exceeded. 5.9 per cent of all housing allocations went to care leavers. 1 per cent of allocations went to adults with a learning disability and/or autism and, equally, to households in mother and baby supported units. 0.2 per cent of allocations went to households with helping adoption and fostering points.



Residents in their own words

Housing is central to all aspects of people's life, livelihood, health and wellbeing, the impact of which cannot always be fully captured or understood through numbers.

This is what residents said in their own words.

“

“Thank you for changing my family's life forever. Words cannot express how happy and grateful we are”

“

“Thank you so much for the housing offer. I am very pleased and grateful for your hard work”

“

“I'm extremely grateful to you for everything you did to fully inform me, answer questions and put me at ease. Thank you for your kind words regarding my new home”

“

“I've finally signed a tenancy. I want to express my heartfelt gratitude for all your support and assistance during this process. Your help has been invaluable during this challenging time, and I truly appreciate everything you have done for me”

“

“I want to tell you that I've signed the tenancy and moved in.

“

I really like the home and enjoy living here. I want to thank you and the Allocation Team, all the housing departments from the bottom of my heart for all the support you have given me throughout these years. I am so grateful to all of you, thank you very much indeed”

Highlights

50 per cent of allocations went to homeless households

K&C Council was the largest lettings provider of social homes

38.6 per cent of allocations went to households with a one-bedroom need

53 per cent of allocations were direct offers,
47 per cent choice-based lettings

5.9 per cent of allocations went to care leavers,
1 per cent to adults with a learning disability and/or autism and households in mother and baby supported units.
0.2 per cent of allocations went to households helping with adoption and fostering

Accessible Housing Register Categories

The AHR guidance sets out different categories based on how accessible the home is. The AHR guidance is produced by the Mayor of London and can be found on the Mayor's [london.gov.uk](https://www.london.gov.uk) website: **The London Accessible Housing Register**. Using this guidance, the Council decides which household category fits an available Council or housing association home.

A. Wheelchair Accessible Throughout

Designed to meet the latest accessible housing design standards offering extra space and full access to all rooms and facilities. Step-free entry. If above the ground floor there will be at least 2 lifts. If there are any internal stairs, a through-floor lift or platform stair-lift will be in place as well. Kitchen and bathroom will have space for a wheelchair to turn around.

B. Wheelchair Accessible Essential Rooms

Designed to older wheelchair standards or significantly adapted to provide extra space and wheelchair access to the essential facilities of the property (that is, a bedroom, bathroom, toilet, living room and kitchen). Other rooms in the house such as additional bedrooms or bathrooms may not be wheelchair accessible. Step-free entry.

C. Lifetime Homes

Designed to meet the space standards of Lifetime Homes. Main features include a step-free entrance and wider doorways and corridors.

D. Easy Access

Main features include a step-free entrance with wider doorways and corridors than general needs housing (but may not be as wide as category C properties).

E. Step Free

General needs housing with no steps to enter the property. There is no requirement for internal dimensions of the property to meet any standards.

E+. Minimal Steps

General needs housing with no more than 6 steps to enter the property.

F. General Needs Housing

Does not meet the requirements for other accessible housing categories. This property will have one or more of the following:

- More than 6 steps to enter the property without a lift.
- A change in floor level within one storey of the property (for example, one or more steps to enter the kitchen)
- A flight of internal stairs with little prospect of adapting with a stairlift
- A steep ramp or slope.

G. The property has not yet been assessed

Glossary of Housing Terms

Housing Allocations quota: a set number of homes intended to be offered to households on an annual basis based on a Council's Housing Allocation Scheme.

Choice-Based Letting (CBL): Choice-based lettings schemes are designed to introduce an element of choice for people applying for council and housing association homes and existing tenants who want a transfer. As properties become available for letting, full details are advertised on the Home Connections website and applicants assessed as needing to be rehoused can bid for available properties.

Council Housing Register (CHR): The Council's list of people applying for social housing, which includes housing run by the Council and housing associations. This will sometimes be referred to as the Housing Register.

Direct Offers: A direct offer means a housing applicant will not bid on properties as is done in choice-based lettings. Rather, the council makes an offer of housing directly to an applicant on the council's housing register. Direct offers may be made in cases of emergency or in pursuance of a statutory duty.

Landlord: A person or organisation that owns a building or an area of land and is paid by other people for the use of it.

Lettings: properties allocated to households on the Council's Housing Register.

Local Lettings Plan: The Local Lettings Plan is for members of the community who live on the Lancaster West Estate or in Bramley House and were resident at the time of the Grenfell Tower tragedy. Our Local Lettings Plan can be found here: [Local Lettings Plan | Royal Borough of Kensington and Chelsea](#).

Social Housing: Homes for letting or low-cost home ownership and associated amenities and services, for people whose personal circumstances make it difficult for them to meet their housing needs in the open market.

For more information about the Housing Allocations Report, please contact the Council's Housing Allocations Team: **Housingnominations@rbkc.gov.uk**